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for
18/10/2019

SECTION – I**INSTRUCTIONS TO BIDDERS****A. General Information**

1. The Odisha Information Commission, Block B-1, Toshali Bhawan, Satyanagar, Bhubaneswar-751007 requires the services of reputed, well established and financially sound and registered Service Provider(s) to provide Office Support Services (**Services of System Assistant, Legal Scrutinizer-cum-Sheristadar, Court Master, Bench Clerks, Legal Facilitator, Data Processing Assistants, Drivers, Peons, Sweeper-cum-Night Watchman and Peon-cum-Attendant**) by deploying adequately trained and disciplined manpower at Odisha Information Commission, Toshali Bhawan, Satya Nagar, Bhubaneswar-751007 as per the requirement.
2. The period of contract for providing the aforesaid service will be ideally for one year from the date of effectiveness of the contract. The contract may be extended for a period , not exceeding the original duration of the contract on mutual consent depending upon the performance of the service provider and at the discretion of the Competent Authority of the Commission. The authority reserves the right to terminate the contract at any time after giving 30 days notice to the service provider.
3. The interested bidders may visit the location on any working day between the office hours to have a thorough knowledge of the work to be performed before preparation and submission of the bid.

Eligibility Criteria:

Sl. No	Eligibility Criteria	Supporting documents to be furnished along with the Technical bid
01	The bidder should be registered under appropriate authority, such as <ul style="list-style-type: none"> • Registered under the Companies Act, 2013 • Registered under the Indian partnership Act ,1932 • Registered under the Indian Trusts Act, 1882 • Registered under the Societies Registration Act ,1860 • Registered under the Limited Liability Partnership Act, 2008 	Certificate of incorporation/ Registration

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02	The bidder must have at least five years in business (up to the last date of submission of bid) for providing similar type of services to Central/ State Government/ Autonomous Bodies/ Agencies/ Societies/ Corporate bodies.	Copies of the work order from the previous authorities.
03	The Registered Office/ Branch Office of the Service Provider must be located within the jurisdictional area of Odisha	Valid address proof of the office(Copy of the Telephone/ Electricity Bill)
04	Must have average annual financial turnover of Rs _____ during the last five financial years as on dt. _____ [The average annual financial turnover should be twice the estimated cost of the service]	Copies of audited income/ Expenditure Statement and Balance Sheet for the concerned period
05	Must have its own bank account in any scheduled bank situated in Odisha	Copies of the pass book and transaction statement for the last six months
06	The Agency should not have been blacklisted by any Central/ State government , or any other public sector undertaking or a corporation as on date of this RFP	An undertaking to this effect to be furnished by the bidder as per prescribed format [Form- T2]
07	Must not have any pending judicial proceedings for any criminal offence against the Proprietor / Director / Persons to be deployed by the Service Provider	An undertaking to this effect to be furnished by the bidder as per the prescribed format. [Form-T3]
08	Other Statutory Documents	Copies of <ul style="list-style-type: none"> • PAN • GSTIN • Copies of EPF & ESI Registration Certificate • IT return for the last 3 assessment year

B. Submission of Bid :

The proposal complete in all respect as specified must be accompanied with a non-refundable amount **Rs 1000/-** towards **Bid processing Fee** and **EMD of Rs 76,000/- [2% of the estimated cost of the service]** in form of **Demand Draft** in favour of **DDO, Odisha Information Commission**, drawn in any scheduled commercial bank and payable at **Bhubaneswar** failing which the bid will be out rightly rejected. The bid should be sent through Speed Post/Registered Post so as to reach the authority by **25.11.19 4.30 P.M.**

The authority will not be responsible for any postal delay. Bids without bid processing fee and EMD shall be rejected. Bids submitted after due date will be summarily rejected. EMD of unsuccessful bidders will be returned without interest after the award of Contract. **Claim of exemption of EMD and Performance Security Deposit is not acceptable under any circumstances referring to any instructions/guidelines issued by either State or Central Government.**

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The bid has been invited under two bid systems i.e. **Technical Bid and Financial Bid**. The bidders are advised to submit two separate envelopes super scribing "**Technical Bid**" (Office Support Services) and "**Financial Bid**" (Office Support Services). Both sealed envelopes must be kept in a third sealed envelope super-scribing "**Bid Document**"(Office Support Services)

Selected bidder will have to deposit a Performance Security of **Rs 3,80,000/-**[10% of the **annual contract value**] in the form of Bank Guarantee from any scheduled Bank situated within Odisha in favour of **DDO, Odisha Information Commission** as per the prescribed format provided in the tender documents at **Section- IX** for a period of three months beyond the contract period(i.e. Performance Bank Guarantee must be valid from the date of effectiveness of the contract to a period of three months beyond the contract period)as its commitment to perform services under the contract. Failure to comply with the requirements shall constitute sufficient grounds for forfeiture of the Performance Bank Guarantee. The Performance Bank Guarantee shall be released immediately after three months of expiry of the contract provided that there is no breach of contract on the part of the qualified bidder. No interest shall be paid on Performance Bank Guarantee. In case, the contract is further extended beyond the initial contract period, the Bank Guarantee will have to be accordingly renewed by the deployed service provider as per the existing terms and conditions of the tender.

C. List of Documents for Submission:

Bidders are required to furnish the following documents along with the Technical Bid:

- a) Covering letter along with power of attorney on the bidder's letter head
- b) Demand Draft in support of Bid processing fee as applicable
- c) Demand Draft in support of EMD as applicable
- d) Copy of Certificate of Incorporation of the firm/ agency
- e) Copy of GSTIN
- f) Copy of PAN
- g) Copies of IT returns for the last three assessment years(2017-18, 2016-17, 2015-16)
- h) Copy of EPF & ESI Registration Number
- i) Copy of bank account details
- j) Copies of the Income/ Expenditure statements along with the Balance Sheet for the last 3years
- k) Copies of the work orders from the previous organizations for providing similar services during last 3 years.

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